

Agenda

DSC Contract Management Committee

10:30 Wednesday 18 December 2019

at Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

Teleconference: 020 3582 4515, ID 401-706-701
screen sharing <https://join.me/JointOffice>

Short notice items are in italics

** indicates where the material is expected to be provided late*

Item	Topic	Lead	Category	
1. Introduction				
1.1.	Apologies for absence	Chair	Information	
1.2.	Alternates			
1.3.	Confirm Voting rights			
1.4.	Approval of Minutes (20 November 2019)			
1.5.	Review of Outstanding Actions			Discussion
2. Approvals				
2.1.	DRR Release of Asset Data to DCC	CDSP (DA)	Approval	
2.2.	DDP Access for PAFA	CDSP (JG)	Approval	
2.3.	DRR Amendments to the Supply Point Enquiry API Service	CDSP (JG)	Approval	
3. BP20 Update		CDSP (DT)	Information	
4. Monthly Contract Management Report (KPIs)				
4.1.	Contract Metrics including Invoicing	CDSP (MD)	Information	
4.2.	Xoserve Incident Summary	CDSP (DR)	Information	
4.3.	Issue Management Updates	CDSP (MD)	Information	
4.3.1.	Issue Management Dashboard			
4.3.2.	Amendment Taskforce Update			CDSP (DD)
4.3.3.	Enabling large scale utilisation of Class 3			CDSP (DA)
4.3.4.	UIG Update			CDSP (LJ)
4.4.	KVI Summary	CDSP (JG)	Information	
4.4.1.	Change Management KVI			
4.4.2.	Customer Relationship KVI			CDSP (tbc)
4.4.3.	KPI and KVI Review Update			CDSP (MD)
4.4.4.	KVI Summary			CDSP (MD)
4.4.5.	Customer Service KVI	CDSP (MD)	Information	

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5. CSS Adaptor Update	CDSP (EL/DT)	Information
6. Information Security Update	CDSP (DD)	Due Jan
7. Business Continuity Plan	CDSP (DS)	Information
8. Contract Assurance Audit	CDSP (EB)	Information
9. Financial Information – Q2 Forecast Update	CDSP (NS)	Information
10. Key Committee Updates - DSC Change Management Committee*	CDSP (JR)	Information
11. Any Other Business		
11.1. Xoserve IX refresh update	CDSP (MP)	Information
11.2. Request to set up a DSC sub committee	CDSP (MO/JM)	Information
11.3. Terms of Reference for CoMC	CDSP (JM)	Information
11.4. 0710 update	CDSP (DA)	Information
11.5. Action Log Update	CDSP (JM)	Information
12. Diary Planning	Chair	Information

Action Table (as at 20 November 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (ES) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (ES)	Carried Forward
1101	20/11/19	5.1	Xoserve (JMc) to check the licence obligation to provide an M-Number Helpline service and confirm if this is limited to the phone service.	Xoserve (JMc)	Pending
1102	20/11/19	5.1	Xoserve (JMc) to confirm whether or not the 90% measurement of the M-Number helpline also includes the availability of 'find my supplier' on the website.	Xoserve (JMc)	Pending
1103	20/11/19	5.2.2	Xoserve (DD) to advise any difference in the planned dates for the exception resolution backlog relating to the Amendment Invoice.	Xoserve (DD)	Pending
1104	20/11/19	5.2.3	Xoserve (JMc/DA) to request out of hours contact details if required for the Christmas Period for Class 3 updates.	Xoserve (JMc/DA)	Pending

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